Rail Customer CSA / CSR & Station H WO Day, Date & Yea Trick No. 7 4	Shington Ubran Branch Giveen
विष्येष्ठे प्रेश्व विवयः । । । ।	PERSONAL APPEARANCE Badge properly displayed Neatly groomed Uniform cleaned/pressed Proper shoes Unauthorized Adornments
Yes AAAAaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaa	EQUIPMENT Refund cards Access cards Flashlight Keys Safety vest being worn Radio/Case #()
ऽध्वववववष्वववष्य ऽध्वववष्यष्यव्यव्यववव्र	CSA/CSR OPERATION Courteous to customers Gave correct information Reading unauthorized material Smoking on duty Unnecessary conversation — phone Unnecessary conversation — other RCSDAR completed accurately FDR completed properly Responds to call button Failed to drop FDR in safe Failed to assist customer Unauthorized equipment in kiosk Elevator Status Board Updated Gap Filler Deployment
2000 PC	SECURITY Schedule adherence Klosk secured Access gate locked Unauthorized person in kiosk Use of 2-way radio
Yes No	CONDITION OF STATION Station unclean/has defect (Reported Yes □ No □) Station properly supplied
·	☐ OPERATED CORRECTLY ☐ Commendation – See REMARKS for details
	☐ FAILED ☐ CSA/CSR instructed at time of observation ☐ Violation – See REMARKS for details
CSA/CSR Super	
cta 3737 (rev. 01/14) R	an Operations

Rail Cu	stomer :	Strylice Assistant/Representative Operation Check
Station	Las	alla Marchaella Cappa
	te & Year	, wean esday 7/12/17
Trick No		start 23.50 hrs. Finish 0.10 hrs.
Yes/	20 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	PERSONAL APPEARANCE Badge properly displayed Neatly groomed Uniform cleaned/pressed Proper shoes Unauthorized Adornments
Yes	2 paaaaa	EQUIPMENT Refund cards Access cards Flashlight Keys Safety vest being worn Radio/Case # 1900
विव्यव्यक्त प्रतन्त्रवाष्ट्रम्	ाष्ट्राच्या के विष्युक्तित्व विषय् व्याप्त	CSA/CSR OPERATION Courteous to customers Gave correct information Reading unauthorized material Smoking on duty Unnecessary conversation — phone Unnecessary conversation — other RCSDAR completed accurately FDR completed properly Responds to call button Failed to drop FDR in safe Failed to assist customer Unauthorized equipment in kiosk Elevator Status Board Updated Gap Filler Deplipyr SECURITY Schedule adherence Kiosk secured Access gate locked Unauthorized person in kiosk Use of 2-way radio
Yes	No G	CONDITION OF STATION Station unclean/has defect (Reported Yes □ No □) Station properly supplied
		☐ OPERATED CORRECTLY ☐ Commendation – See REMARKS for details
CSA/C	SR Supe	☐ FAILED ☐ CSA/CSR instructed at time of observation ☐ Violation – See REMARKS for details rvisor ☐ Recommendation

Rail Customer Service Assistant/Representative Operation Check CSA/CSR Stanley Hinter i.D. Station L4 Salle / Van Buren Branch Harlem Day, Date & Year 10 - 57 - 2020					
	Trick No.	7 80	Start 0639 hrs. Finish hrs.	97	
	pppp	N O	PERSONAL APPEARANCE Badge properly displayed Neatly groomed Uniform cleaned/pressed Proper shoes Unauthorized Adornments		
	रह ते के के के के इ	No 	EQUIPMENT Refund cards Access cards Flashlight Keys Safety vest being worn Radio/Case #		
	S PADED SON SANDON SON SON SON SON SON SON SON SON SON S	ookkaooookkoos	CSA/CSR OPERATION Courteous to customers Gave correct information Reading unauthorized material Smoking on duty Unnecessary conversation — phone Unnecessary conversation — other RCSDAR completed accurately FBR completed properly Responds to call button Falted to drop FDR in safe Failed to assist customer Unauthorized equipment in kiosk Elevator Status Board Updated Gap Filler Deployment		
	Yes NANON	№ □□□□□□	SECURITY Schedule adherence Kiosk secured Access gate locked Unauthorized person in kiosk Use of 2-way radio		
	Yes	No.	CONDITION OF STATION Station unclean/has defect (Reported Yes □ No □) Station properly supplied		
	,		OPERATED CORRECTLY □ Commendation – See REMARKS for details		
			☐ FAILED ☐ CSA/CSR instructed at time of observation ☐ Violation – See REMARKS for details	•	
	CENICS	D Suna	rvient		

Rail Customer S	Service Assistant/Representative Interaction
□CSA/□CSR	Manley Franch Harler
Station_(a Sal	7 20 70
Day, Date & Year,	hrs. Finishhrs.
Trick No/80	Statt
Yes No	PERSONAL APPEARANCE
_	Badge properly displayed
Ø, 🗆	Neatly groomed Uniform cleaned/pressed
	Droner shoes
DEPARTO DE PARTO DE P	Unauthorized Adornments
350 M	EQUIPMENT
Yes No	Refund cards
6 5	Access cards
夕 旦	Flashlight
	Keys Safety vest being worn
₩ B	Radio/Case #
s norder de consoner de consone d	CSA/CSR OPERATION
Yes No	Courteous to customers
名言	Cave perrect information
0 8	Reading unauthorized material Smoking on duty
日名	Description of the second conversation of the se
H &	Languagean/ Conversation
<u></u>	RCSDAR completed accurately FDR completed properly
10 JO	Perpends to call button
4 1	Feiled to drop FDR in sale
	Eailed to assist Customer
	Unauthorized equipment in kiosk Elevator Status Board Updated
\$ 8	Gap Filler Deployment
<u> </u>	SECURITY
Yes No	Schedule adherence
	Kiosk secured
名 급	Access date locked
	Unauthorized person in klosk Use of 2-way radio
7 0	
Yes No	CONDITION OF STATION Station unclean/has defect (Reported Yes □ No □)
n 23	Station uncleanings delect (1899) Station properly supplied
Z O) CORRECTIV
	☐ Commendation - See REMARKS for details
	☐ FAILED
	☐ FAILED☐ CSA/CSR instructed at time of observation☐ Violation — See REMARKS for details

Rail Customer	Service Assistant/Representative Oper	eck
MCSA/DCSR_	Hinton, Stanley 10.	
Station_LOS		
	Friday Fipril 15th, 2022	
Trick No.	80 start 2006 hrs. Finish 0020	hrs.
Yes, No	PERSONAL APPEARANCE	
0 0	Badge properly displayed	
	Neatly groomed	
d	Uniform cleaned/pressed Proper shoes	
	Unauthorized Adomments	
Yes No	EQUIPMENT	
0/ 0	Refund cards	
	Access cards	
	Flashlight Keys	
0 0	Safety vest being worn	
	Radio/Case # 388 10 134111	
Yes No	CSA/CSR OPERATION	
	Courteous to customers Gave correct information	
	Reading unauthorized material	
	Smoking on duty	
0,0	Unnecessary conversation – phone Unnecessary conversation – other	
	RCSDAR completed accurately	
	FDR completed properly	
	Responds to call button Failed to drop FDR in safe	
0 0/	Failed to assist customer	
0	Unauthorized equipment in kiosk	
	Elevator Status Board Updated Gap Filler Deployment	
Yes/ No	SECURITY Schedule adherence	
0	Kiosk secured	
	Access gate locked	
	Unauthorized person in kiosk Use of 2-way radio	
Yes No	CONDITION OF STATION Statiogrunclean/has defect (Reported Yes □ No □	7)
	Station properly supplied	-,
	OPERATED CORRECTLY	
	☐ Commendation - See REMARKS for details	
	FAILED	
	☐ CSA/CSR instructed at time of observation	
	☐ Violation - See REMARKS for details	
CSA/CSR Super	niegr 411. X/n	
Control oupe		